

## Child Support Bureau Update

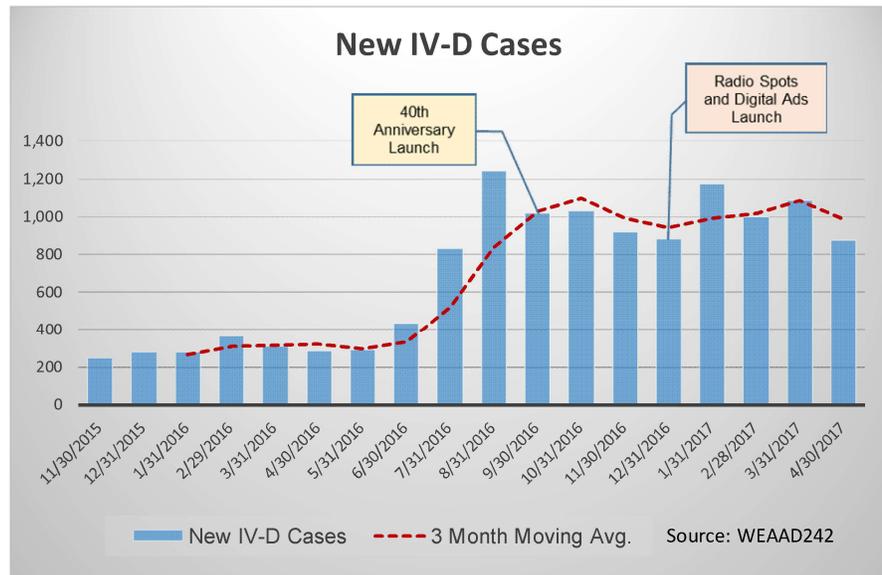
### State Board of Accounts Clerks of the Circuit Court State Called Conference Crowne Plaza, Union Station – Indianapolis, Indiana June 13, 2017

#### I. 40<sup>th</sup> Anniversary Celebration

- Reminder: No fee to apply for IV-D services.
- Radio spots and online ads will run through end of campaign, June 30<sup>th</sup>. Watch for new video.
- Preliminary data shows a significant increase in applications attributable to campaign:

#### New IV-D Cases

Month	New IV-D Cases
11/30/2015	245
12/31/2015	281
1/31/2016	277
2/29/2016	365
3/31/2016	310
4/30/2016	285
5/31/2016	291
6/30/2016	432
7/31/2016	833
8/31/2016	1,239
9/30/2016	1,019
10/31/2016	1,032
11/30/2016	918
12/31/2016	881
1/31/2017	1,170
2/28/2017	998
3/31/2017	1,089
4/30/2017	873



- As of May 10, 2017 MoneyGram has generated over \$95,000
- PayNearMe is getting ready to go and should roll out shortly.
- Ways to Pay Postcard

#### II. FFY 2016 Performance/Incentive Information Update (OCSE Preliminary Data)

		FFY 2016 Ranking	FFY2005 Ranking
• Paternity Establishment	105.39%	10 <sup>th</sup>	42 <sup>nd</sup>
• Support Order Establishment	93.61%	2 <sup>nd</sup>	41 <sup>st</sup>
• Current Collections	65.31%	22 <sup>nd</sup>	45 <sup>th</sup>
• Cases Paying on Arrears	73.26%	3 <sup>rd</sup>	33 <sup>rd</sup>
• Cost Effectiveness	\$5.88	21 <sup>st</sup>	1 <sup>st</sup>

**Overall national rankings:**  
 FFY 2017 – 6<sup>th</sup>  
 FFY 2016 – 7<sup>th</sup>  
 FFY 2014 – 9<sup>th</sup>  
 FFY 2005 – 34<sup>th</sup>

- FFY2015 Final Incentive information just received; highest amount since 2009 at \$12,276,236. “Settle up” in process.

### III. Parenting Time Update

- Parenting Time HelpLine
  - Monday-Friday, 11:00 a.m. – 6:00 p.m. (ET)
  - 844-836-0003
- 2018 Parenting Time Calendar – Will be available in August or September; this year’s version will be in booklet format and will contain coloring and sticker activities.
- Spanish-English Parenting Time Guidelines – Available from CSB; ask your Field Consultant

### IV. New Clerk Worker Training and Clerk Regional Meetings in 2017

- Clerks can now register for all CSB on-line and classroom trainings at *INclass.dcs.in.gov*
- **Clerk Worker Basics Trainings** will be at CSB offices, 500 North Meridian St, Indianapolis on:
  - Wednesday, August 9, 2017
  - Thursday, October 12, 2017
- **County Security Administrator (CSA) Trainings** will be at CSB offices, 500 North Meridian St, Indianapolis on:
  - Tuesday, August 15, 2017
  - Wednesday, October 4, 2017
- **CSB Regional Meetings for Clerks** will be held on the following dates (locations to be announced):
  - August 22 – Regions 7, 10, 11, 12 (East Central)
  - August 24 – Regions 14, 15, 18 (Southeast)
  - August 29 – Regions 1, 2 (Northwest)
  - August 31 – Regions 3, 4, 6 (Northeast)
  - September 6 – Regions 13, 16, 17 (Southwest)
  - September 12 – Regions 5, 8, 9 (West Central)

### V. IV-D Claims

- IV-D Claims Training - *limited space remaining*
  - Walks through the IV-D claims reimbursement process
  - Provides guidance on IV-D fund expenditures and supporting documentation
  - Provides hands-on experience in filing monthly claims electronically
- Four more regional trainings available for the remainder of 2017:
  - June 21, 2017 – LaPorte County, 1621 S. Woodland Ave., Michigan City, IN
  - June 22, 2017 – LaPorte County, 1621 S. Woodland Ave., Michigan City, IN
  - September 14, 2017- Ripley County, 531 W. US 50, Versailles, IN
  - December 14, 2017 - Allen County, 201 E. Rudisill Blvd., Ft. Wayne, IN
- See county webmail dated 2/01/17 titled “2017 External Training Reminder” on the CSR for instructions on how to register for this training.
- Also on the CSR, please note the revised Guidance for Personnel Services Documentation, which details new rules for allowable time studies.

## VI. “IV-D Expenditure Portal”

- The IV-D Expenditure Portal is mandatory for the submission of the Monthly Expense Claims (MEC), Quarterly Incentive Expenditure (QIE) forms, and the Annual Budget Addendum (ABA).
- The MEC, QIE, and ABA forms require a separate preparer and certifier. This is required by the State Board of Accounts to improve internal controls.
- Electronic signature is coming for the 2017 ABA. The ABA will be available to complete on November 1, 2017, and is due to CSB on December 31, 2017. No signed copy is required since the form will be signed and certified electronically in the Portal.
  - Complete and electronically certify the MEC and QIE online. The due date has changed from the 10<sup>th</sup> to the 13<sup>th</sup>.
  - Still need to send a signed MEC and QIE via scanned/email to [DCSAOInquiries@dcs.in.gov](mailto:DCSAOInquiries@dcs.in.gov) or mail it to the address listed on the form or fax it to the fax number on the form. The due date for this has changed from the 17<sup>th</sup> to the 20<sup>th</sup>.
  - Any issues or questions about using this Portal, contact CSB at [CSBACRequest@dcs.in.gov](mailto:CSBACRequest@dcs.in.gov).
  - If you need to be set up in the Portal, contact CSB at [CSBACRequest@dcs.in.gov](mailto:CSBACRequest@dcs.in.gov).
  - Even if you have a vendor completing your forms, you need to have at least one person from the Clerk’s office trained on the Portal. Your office must request the vendor to be connected to your office by sending a request to CSB at [CSBACRequest@dcs.in.gov](mailto:CSBACRequest@dcs.in.gov).
- Contacts for questions related to monthly expense claims (MEC) or quarterly incentive expenditure (QIE) reporting
  - CSB Financial Quality Assurance Team mailbox – [CSBQA@dcs.in.gov](mailto:CSBQA@dcs.in.gov)
  - John Mallers, CPA, Assistant Deputy Director, Financial Quality Assurance – [John.Mallers@dcs.in.gov](mailto:John.Mallers@dcs.in.gov) or 317-619-0165

## VII. Financial Updates – New Information and Reminders

- Available Guidance on the Child Support Resources Website (CSR) under ‘IV-D Claims – Incentives’ link
  - Administrative Claiming Guide
  - Claim Training Documents
  - Links to Federal Guidelines
  - Most Recent County Quarterly Incentive Balances
  - Guidelines for Meetings and Conference Expenditures
  - Updated Federal Rules Regarding Use of Vehicles as a Fringe Benefit
  - Personnel Expenditures Documentation Requirements Power Point and Guidance
  - Paying Bonuses and Other Fringe Benefits Guidance
  - Construction/Major Renovation Costs Guidance
  - Inventory Listing Guidance
- Financial Quality Assurance (QA) Reviews
  - These continue statewide. If your county is selected, you will be contacted with an information request and scheduling information.
  - **(NEW)** Risk assessment system will be implemented in 2017 to help determine areas that will need more attention and scrutiny. It will help determine scheduling beginning in 2018.
- Cash Basis
  - Monthly expenditures reported on the MEC and incentive expenditures reported on the QIE need to be done on a **cash basis** (item has already been paid by the County Auditor).
  - Example: Invoice for a monthly expenditure is sent to the Auditor for payment on 5/29/17. Auditor does not pay the invoice until 6/7/17. The expenditure should not be included on

your May MEC but on the June MEC because that is when funds were actually expended by the County Auditor's Office.

- Funding Streams
  - Federal Financial Participation (FFP) reimbursement at 66%
  - Performance Based Incentives (Funds 8895 and 8899)
- Incentive Rules/Guidelines
  - May only be used for IV-D expenditures
  - Purpose is to improve the IV-D program
  - Must be used to supplement **not** supplant Title IV-D child support budgets (See 45 CFR 305.35 Reinvestment)
  - Types of costs eligible to be paid with FFP and incentives are basically the same (See 45 CFR 304 and 45 CFR 75)
  - Expenditures must be appropriate and reasonable; only relatively few items are specifically prohibited
  - Expenditures of incentives are not reimbursable
  - CSB encourages county officials to collaborate on spending from all incentive accounts
  - Expenditures do not require appropriation by county fiscal body (*unless increasing \$ for an elected official*) See IC 31-25-4-23(b)
  - Expenditures must meet county rules for spending
  - **(NEW)** Can transfer between regular incentive funds using Incentive Funds Transfer Agreement on CSR
- Use your Clerk ARRA Incentive funds prior to your Clerk Regular Incentive funds (half of the Clerks have already spent all their ARRA funds)

## VIII. ASFE

- ASFE Notices to NCP mailed the week of February 13<sup>th</sup> for 2017 ASFE charge due to the State. Payment due to INSCCU by 4/30/17.
- If not paid, an ASFE income withholding order will be sent to the NCP's employer in July 2017 (a webmail will be sent to inform counties when they are mailed out)
- 66% of IV-D ASFE monies collected are due to the federal government as program income based on the information displayed on the ISETS Report, Annual Support Fee Monthly Distributions. This report is sent to the Clerk's REPORTSQ on the last physical business day of the month. Checks must be mailed to DCS AO (Rob Conrad) by 15<sup>th</sup> of the following month.
- **(NEW)** Clerks should NOT be sending notices to NCPs for payment of any ASFE balances that contain the ASFE charges from 2012 to present.
- Clerks can only collect for ASFE charges still owing from the beginning of the court order through year 2011. ***ASFE charges from 2012 to present are due to the State.***
- **(NEW)** Based on 6-year statute of limitations (SOL), the time has elapsed for Clerks to be able to collect fees for any unpaid fees owed from 2011 and earlier. ***This is at the Clerk's discretion whether they want to collect the total amount or only collect what is due based on SOL.***
- **(NEW)** The ASFE Balance Report on the ISETS Data Warehouse has been changed to add an additional column titled 'County Portion of ASFE Balance Accrued 2011'. Since the 6-year SOL has elapsed, this column will list all balances as \$0.00. To obtain correct balances for collection of fees prior to 2012, you must use this report as the ASFE balance in ISETS could also include any remaining fees owed to the State from 2012 to present. You can request a copy of this report through your regional field consultant or the ISETS Help Desk.

## IX. ISETS Monthly Bank Reconciliation

- Reminder that Cooperative Agreement requires bank reconciliation to be performed monthly and in a timely manner, and should never be more than 3 months behind.
- Reminder that the ISETS Help Desk is available to help with your adjustment questions (since incorrect adjustments can lead to reconciliation issues)
- Contact ISETS Help Desk with questions on bank reconciliation (1-800-876-4515 or [#isetshelpdesk@dcs.in.gov](mailto:#isetshelpdesk@dcs.in.gov))

## X. Credit/Debit Cards Statewide Service for Non-Custodial Parents

- State Website
  - Visa, Master Card, American Express, Discover
  - 2.25% convenience fee
  - **Accessible via IVR or Web (1-866-972-9427 or [ChildSupportBillPay.com/Indiana](http://ChildSupportBillPay.com/Indiana))**  
**NOTE: New phone number!**
- Advantages
  - Less Bank Reconciliation for Clerks
  - State responsible for recoupment on any fraudulent charges
  - E-disbursement for CPs
  - Typically cheaper for NCPs
- Total amount processed on State website from December 2012 to April 30, 2017 – almost \$150 million (\$101.2 million as of 4/30/16)
- In 2016, \$45.8 million processed (\$38.2 in 2015)
- Average monthly numbers processed on the State website in 2016
  - Transactions – 23,605 (19,584 in 2015)
  - Amount processed - \$3.8 million (\$3.1 million in 2015)
- **(NEW)** Contact your regional field consultant to obtain wallet cards with the various ‘Ways to Pay’ business cards (i.e., credit/debit card, check to INSCCU, cash payment options)

## XI. INSCCU (State Disbursement)

- INSCCU address information (P.O. Boxes) where payments are mailed to:
  - NCP Payments: INSCCU, P.O. Box 7130, Indianapolis, IN 46207-7130
  - Employer Payments: INSCCU, P.O. Box 6219, Indianapolis, IN 46206-6219
  - Annual Support Fee (ASFE) Payments: INSCCU, P.O. Box 6271, Indianapolis, IN 46206-6271
- Contact INSCCU vendor, Informatix at 1-844-298-3138 with payment processing questions for payments posted by INSCCU (user ID-SDUVNDR1)
- State Contract Manager over INSCCU – Brenda Ankenbruck. [Brenda.Ankenbruck@dcs.in.gov](mailto:Brenda.Ankenbruck@dcs.in.gov). 317-789-8515 or 317-439-1213 (cell)
- **(NEW)** Contact your regional field consultant to obtain wallet cards with the various ‘Ways to Pay’ business cards (i.e., credit/debit card, check to INSCCU, cash payment options)